Learning Management System (LMS)

HIPAA Training: 2005 Summer Sessions

TMA Privacy Office

Agenda

- Introduction to the LMS

- Basic Student Functions

- Training Administrator Functions

Training Objectives

- Upon completion of this lesson, you will be able to:

    - Describe the purpose of the LMS

    - Assist students with registration

    - Assist students with accessing courses

    - Describe the purpose of course examinations

    - Describe the LMS functionality that is used by a Training Administrator

    - Perform Training Administration tasks

Administration

- Target Audience:
  - Individuals who have been assigned Training Administrator responsibilities

Introduction to the LMS

Objectives

- Upon completion of this module, you should be able to:

    – Describe the purpose of the LMS

    – Identify the type of content available on the LMS

    – Describe the LMS student population

    – Describe LMS roles and responsibilities

    – Identify best practices in using the LMS

Why HIPAA Training?

- 164.530 (HIPAA Rule)
  - "A covered entity must train all members of its workforce on the policies and procedures with respect to protected health information…"

- DoD 6025.18-R, C-14.2 (Privacy Regulation)
  - "Contracted healthcare providers and other contracted personnel…shall be included in the training…"

What is an LMS?

- The TMA Privacy Officer deployed the Learning Management System (LMS) as a tool to manage HIPAA training

- The initial use of the LMS was HIPAA Privacy training

- Use has been expanded to include HIPAA Security training

Why use the LMS?

- LMS is web-based and easily accessible
- Course content includes HIPAA Privacy and Security training approved by the TMA Privacy Office
- Courses are assigned and specific to job function
- Training is documented
  - 164.530 (HIPAA rule) "A covered entity must document that the training …has been provided"
- Customized reports can be generated for monthly status updates
- Covered entities are able to manage their student populations and reflect this in monthly reports
  - Determine which students are delinquent and for how long
  - Designate deployed students as such

LMS Details

- The LMS is a web based tool

  – Server is maintained by TMA

  – Software vendor is *Plateau*

  – Course content is provided by *Quick Compliance*

  – Additional content is added as it is created by the HIPAA support staff

LMS Terminology

- Domain
  - A segment of the student population within the LMS
  - Selected during student registration
  - Provides a way to filter reports

- Component
  - An element of learning formally managed by the LMS
    - i.e., courses and exams

- Qualification
  - A group of components that are related to a given job position, skill, or specialty

- Completion Status
  - Complete: All components within the qualification have been successfully completed
  - Incomplete: One or more component within the qualification has not been successfully completed

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Content Available on the LMS

- Courses
  - Privacy
    - Required and optional privacy courses
  - Security
    - Security 101
    - Optional courses will be posted at a later date
  - Note: The content provided in the LMS does NOT address HIPAA implementation at your local level. Additional training is required to address your local policies and procedures.

- Software Manuals
  - Manuals for the LMS, HIPAA BASICS^{TM}, and the PHIMT
  - Other training materials
  - Materials used in WebEx training sessions
  - Training related materials as appropriate

Required and Optional Courses

- For each qualification, certain courses are required and other courses are assigned as optional
  - Courses appear in the student's Development Plan
- Required Courses
  - Must be completed for a student to receive credit for the qualification
- Optional Courses
  - Do not have to be completed
  - Are not part of qualifications
- Courses are accessible through the Course Catalog
  - Students can take any course that appears in the Catalog

Job Positions within the LMS

- Job Position
  - Used to assign qualifications
  - Assigned courses appear in a student's Development Plan

Senior Executive Staff	Administrative Support
Provider	Information Management/Technology
Ancillary Clinic	Medical Records/Patient Admin
Nursing	Facility Support Services
Business/Finance	Volunteers*

* New contractors should register under their appropriate job function. Existing contractors should change their job position to one which reflects their current duties.

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LMS User Population

- Current student population **166,637** students distributed across 10 job positions
    - 17,522: Admin Support
    - 32,717: Ancillary Clinical
    - 3,491: Business/Finance
    - 15,104: Facility Support Services
    - 7,005: IM/IT
    - 13,836: Medical Records/Patient Admin
    - 44,597: Nursing
    - 22,628: Provider
    - 3,192: Senior Executive Staff
    - 6,545: Volunteers

LMS Responsibilities

- TMA Privacy Office
  - Provides access to training materials for HIPAA Privacy and Security on the LMS

- Service Representatives
  - Communicate with Privacy Officer
  - Forward Training Administrator account requests to Support Center

- HIPAA Support Center
  - Establishes Training Administrator accounts
  - Assists with requests for help with the LMS

- Privacy Officer
  - Communicates with Training Administrators

LMS Roles and Responsibilities

- Training Administrators

  - Maintain student accounts

  - Perform LMS student population management

- Students

  - Primary users of the LMS

  - Complete HIPAA training

  - Maintain student profile

Training Administrator Responsibilities

- Coordinate HIPAA Training with the Privacy/Security Officer(s)

- Implement HIPAA Training at the MTF level

- LMS administration

- Track completion progress

- Communicate with MTF personnel

- Communicate with Service Representatives through the appropriate chain of command

Training Administrator Responsibilities

- It should be communicated to all employees at your facility that HIPAA training is:

  – **Mandated by federal law and required** within 30 days of reporting for any and all individuals working in a covered entity
  – A job responsibility
  – Required by the compliance dates (Privacy- April 14, 2003, Security- April 21, 2005) or following the hire of new employees

- Following initial HIPAA training, annual refresher training is required and must be completed within 30 days of the assignment of the Refresher requirement

Training Admin Best Practices

- Mandate a stop at the HIPAA Compliance (or Facility Staff Education) Office during in and out-processing
  - Have specific requirement on check in/check out sheet

- Establish a training room with computers configured with the necessary system requirements for the LMS
  - Have LMS expert available for in-room assistance

- Instruct students to maintain personal Training Record

Training Admin Checklist

- ✓ Reconcile duplicates

- ✓ Run monthly report with student details to determine delinquencies

- ✓ Mark transferred students "inactive"

- ✓ Mitigate the LMS registered employees against your MTF personnel roster to determine who has not registered and taken the training

- ✓ Verify that students are correctly marked as deployed

- ✓ Verify that all new employees have correctly self-registered in the LMS

Commonly Reported Issues (1 of 2)

- My Student ID and Password aren't working
  - Instruct the student not to copy and paste their Student ID or Password. This may result in the addition of extra spaces, making the login information unrecognizable. Advise the student to always type their Student ID and Password directly in to the appropriate textboxes.

- When I launch a course, I get the error "SCORM API Adaptor Not Found"
  - Instruct the student to click the "Browser Check" button in the upper right corner of their screen. This will review their browser and ensure that it meets the minimum requirements to successfully access course materials. It is probable that they are missing a system requirement for properly loading LMS courses on their computer. Instruct the student to contact their local IT department and have them install the missing component (most probably Microsoft/Java Virtual Machine) on the computer.

Student Access | Home | Browser Check | Help | Logout

Logged in as: Luhring, Tiffany

Intro to LMS
Commonly Reported Issues (2 of 2)

- When I launch a course, the page gets stuck on "Searching for SCORM API Adaptor"
  - Instruct the student to check the web address of their browser. The URL should read **https://hipaatraining.tricare.osd.mil**. If "www" is included in the URL, the course will not be able to load properly. Instruct the student to delete the "www" from the URL and press "enter" to reload the page

- When I try to print a certificate I get an error that says "Internet Explorer cannot download launchReportGenerator.do"
  - Instruct the student complete the following steps:
    1. Select Tools from the top of the Internet Explorer window
    2. Select Internet Options
    3. Select the Advanced Tab
    4. Scroll down until you see HTTP 1.1 Settings
    5. Check the box that says "Use HTTP 1.1 through proxy connections"
    6. Select Apply
    7. Select OK
    8. Print your certificate

Summary

- You should now be able to:

    - Describe the purpose of the LMS

    - Identify the type of content available on the LMS

    - Describe the LMS student population

    - Describe Training Administrator LMS role and responsibilities
    - Identify best practices in using the LMS

LMS Student Functionality

Objectives

- Upon completion of this lesson, you should be able to:

  - Describe the basic functions of the LMS used by students

  - Identify the steps required for student access to courses within the LMS

  - Describe the function of the survey and the exam

  - Describe how to provide printed course completion documents

LMS Student Functions

- Login
  - New Students
  - Existing Students
- View Development Plan
- Complete a course
- Complete an exam
- View Learning History
- Print certificates and qualification reports
- Update student profile

Accessing the LMS

- **https://hipaatraining.tricare.osd.mil**

- Students should self-register

  – Training Administrators can create student accounts if the student does not have access to a computer

  – Students should **<u>NOT</u>** re-register under any circumstance

  – Training Administrators should provide users with the Domain ID

Accessing the LMS (1 of 3)

- New students must self register to access the LMS
- Existing students just log in
- Please emphasize to student population:
  - **DO *NOT* SELF REGISTER MORE THAN ONCE**

Students | Simple Search | Advanced Search | Add New | Help |

> Search

| Search | **Results** |

View Student Results

Student ID	Name		
346323	Brown, Gail A		View | Edit | Delete | Copy
76	Brown, Gail A		View | Edit | Delete | Copy
77	Brown, Gail A		View | Edit | Delete | Copy

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LMS URL

https://hipaatraining.tricare.osd.mil
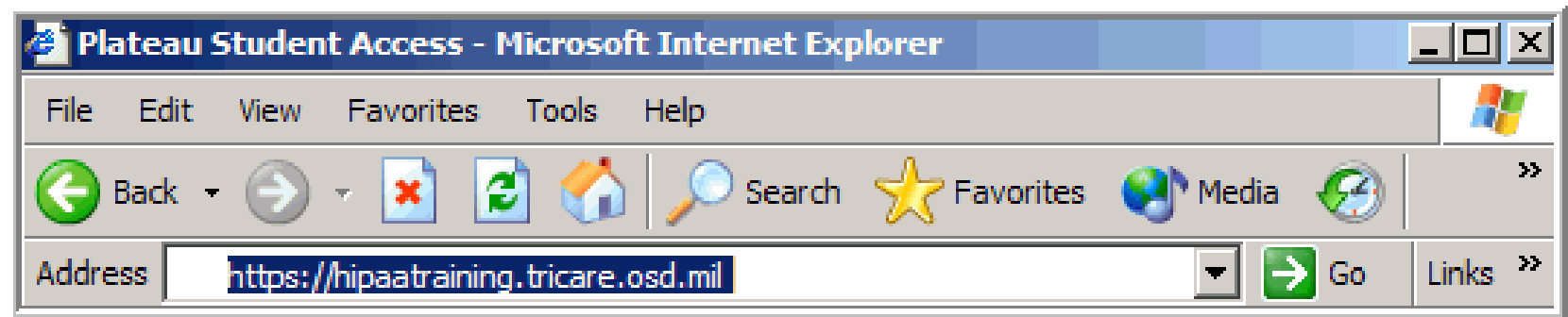
LMS Student Functionality
Accessing the LMS
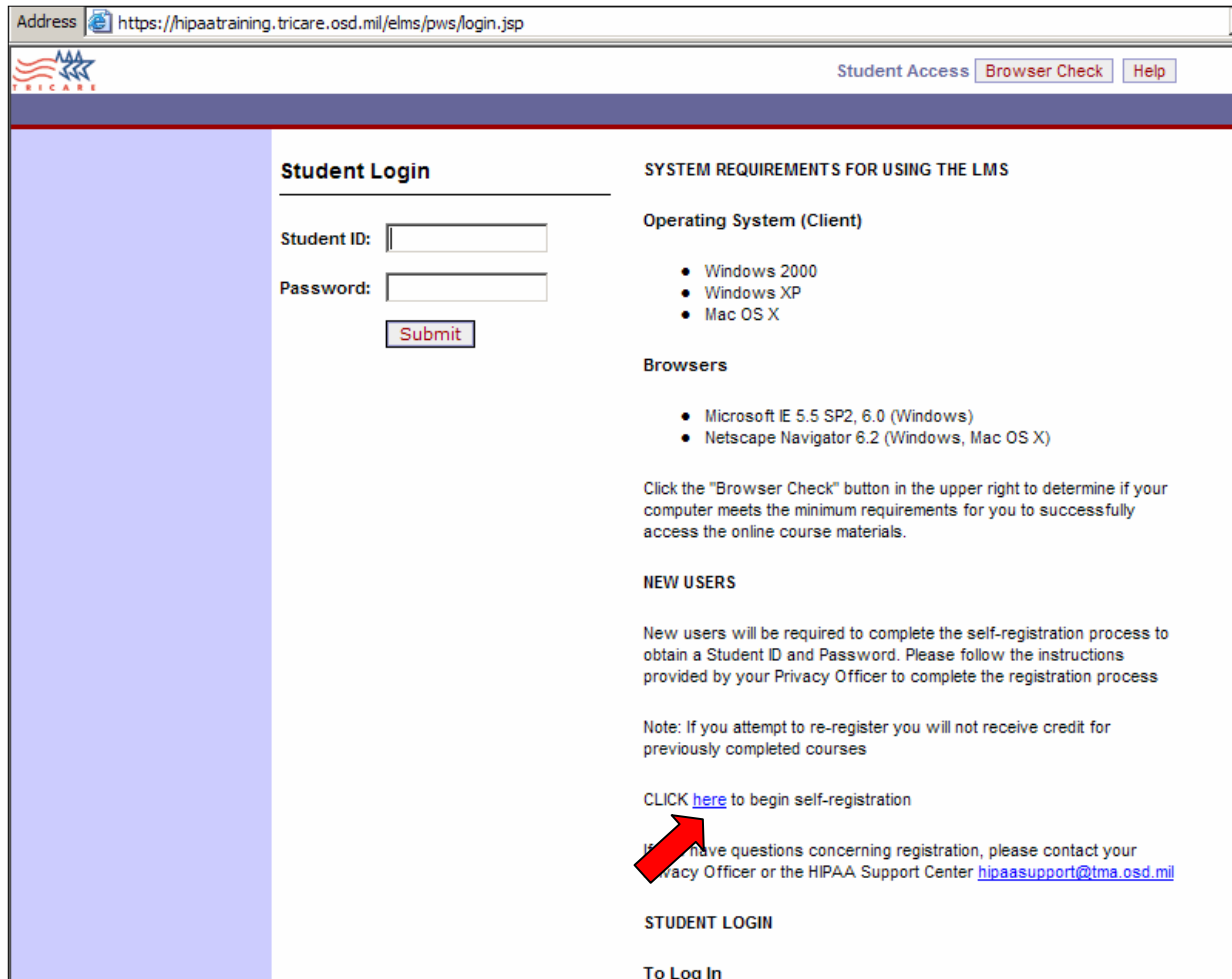
- Click the <u>clicking here</u> hyperlink

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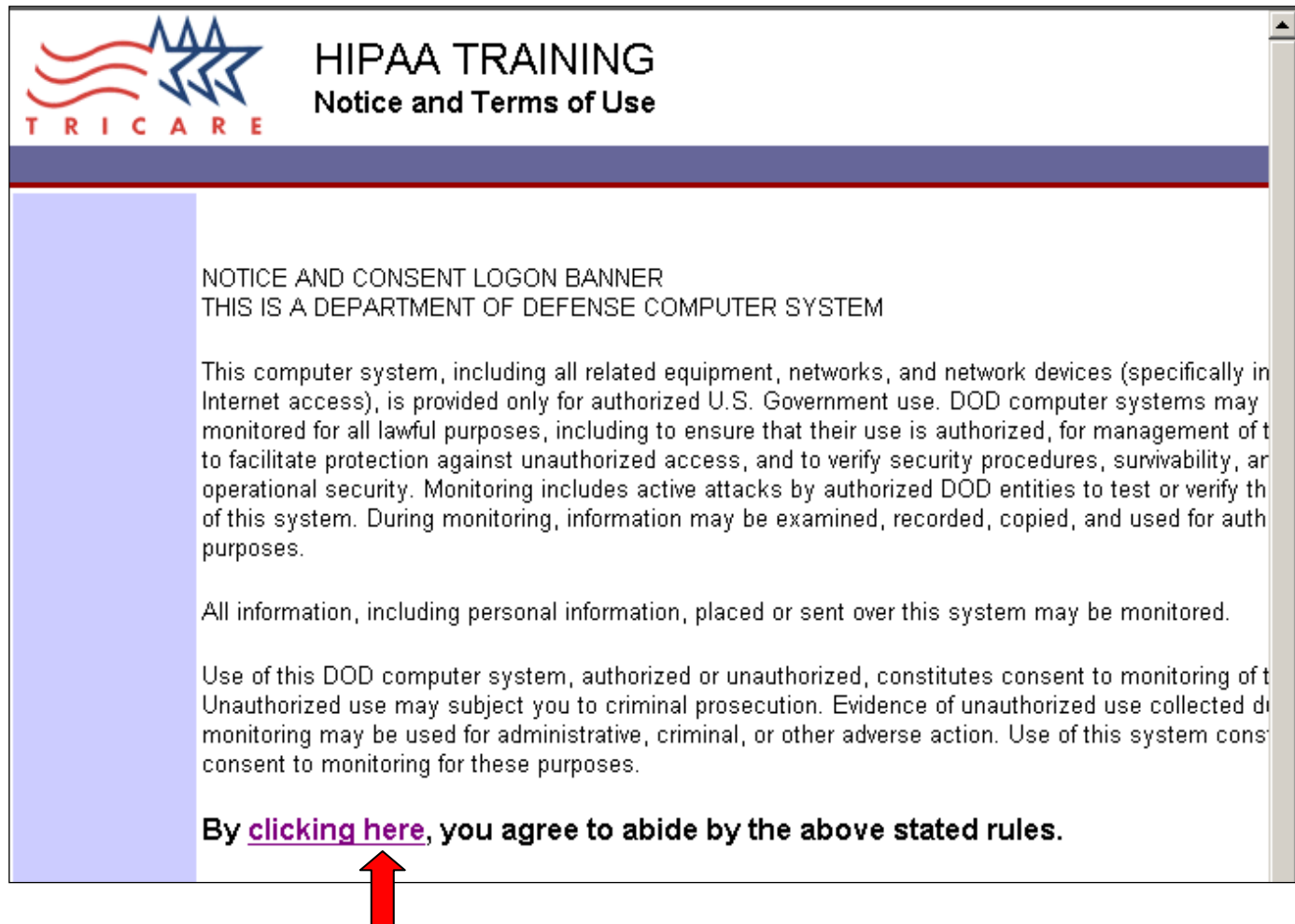
New Student: Self Registration (1 of 2)

1. Click the self-registration hyperlink

New Student: Self Registration (2 of 2)

2. Enter and confirm password

3. Enter student name

4. Select domain and job position

5. Enter email address (must end in .mil)

6. Enter commercial phone number

7. Click Submit

Student Access | Browser Check | Help

Student Registration Form

Note: Please remember your system-generated Student ID as it will be used everytime you log in. Fields marked with an * are required and the password must be at least 8 characters long and contain characters from all five of the following classes:

1. English uppercase and lowercase letters
2. Arabic numerals (0,1,2,...9)
3. Non alphanumeric special characters (!,@,#,-)
4. Cannot contain Student ID or Full Name
5. Single Characters cannot be repeated more than twice in a row.

Student ID:	609806
* Password:	••••••••••
* Re-Enter Password:	••••••••••
* First Name:	Amanda
* Last Name:	Dunlap
Middle Initial:	J
* Email:	amanda.dunlap@tma.mil
* Domain:	00001
* Job Position:	Nursing
Commercial Phone:	
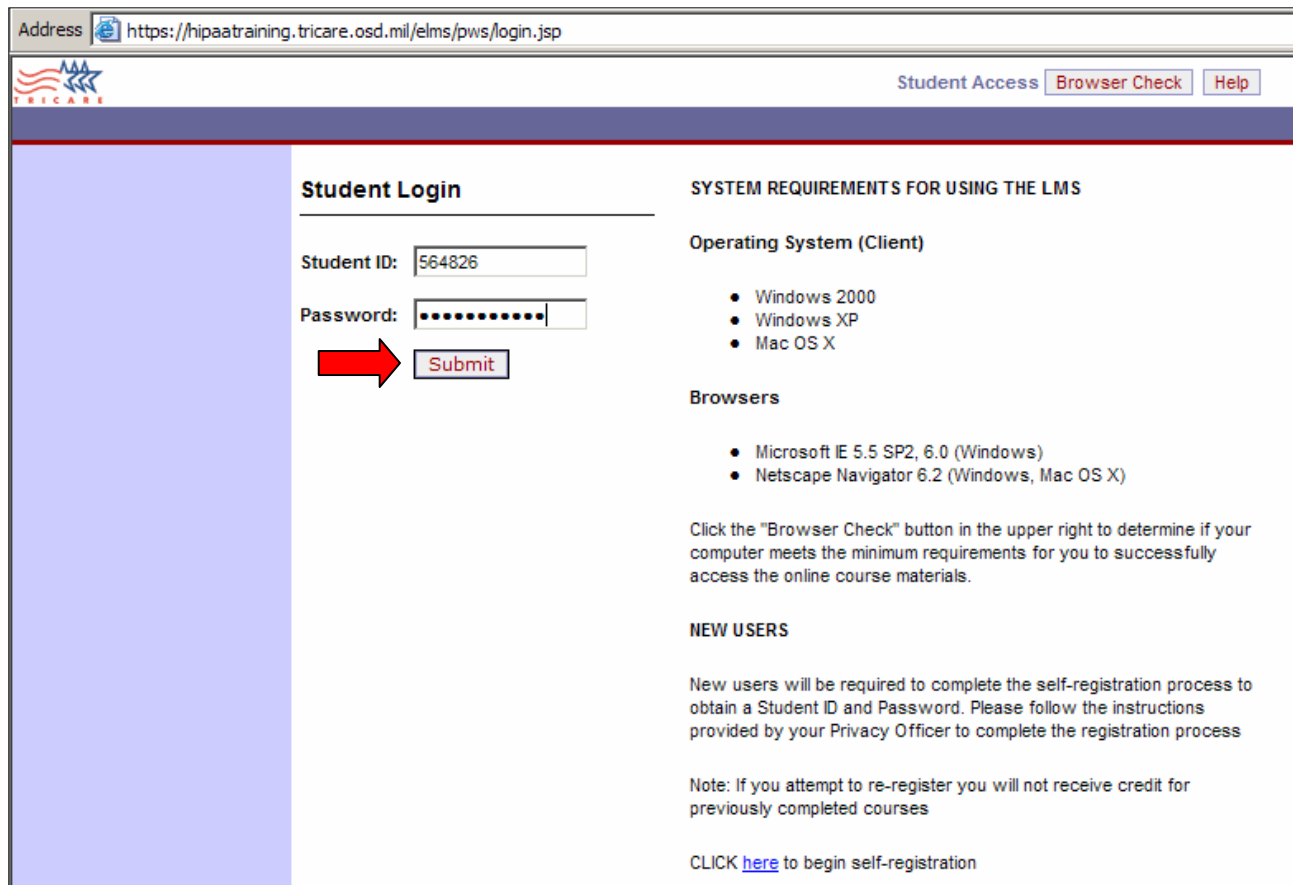
Administrative Support Services
Ancillary Clinical
Business / Finance Office
Facility Support Services
Information Management
Medical Records/Patient Administration
Nursing

Submit | Reset

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Student Login: Existing Student

1. Enter Student ID and Password
2. Click Submit

Student Login: Change Password

- If an existing student is logging in after their password has been reset by the Training Administrator, they will be prompted to change their password immediately

Changing Password

1. Enter the old password

2. Enter a new password in the New Password and Verify Password fields

3. Click Apply Changes

Student Information   ?

> Student Information > Change Password

Change Your Password

Note: Your new password cannot contain the same string of four characters in a row if that same four-character string was part of your old password. Password must be at least 8 characters long and must contain characters from all six of the following classes:

1. English uppercase and lowercase letters
2. Arabic numerals (0,1,2,...9)
3. Non alphanumeric special characters (!,@,#,-)
4. Cannot contain Student ID or Full Name
5. Single Characters cannot be repeated more than twice in a row
6. Cannot be one of the previous 6 passwords.

Enter your old password:

Enter your new password:

Verify your new password:

Apply Changes   Reset

LMS Student Functionality
Development Plan

- After registration or login, the Development Plan is displayed
- Status column provides access to courses

Launching a Course (1 of 4)

1. In the Development Plan, click Launch to begin the desired course

Launching a Course (2 of 4)

2. In the Content Structure view, click the course title hyperlink to begin the course

Launching a Course (3 of 4)

- The SCORM Adapter will load in a new browser window. *This is not an error.*
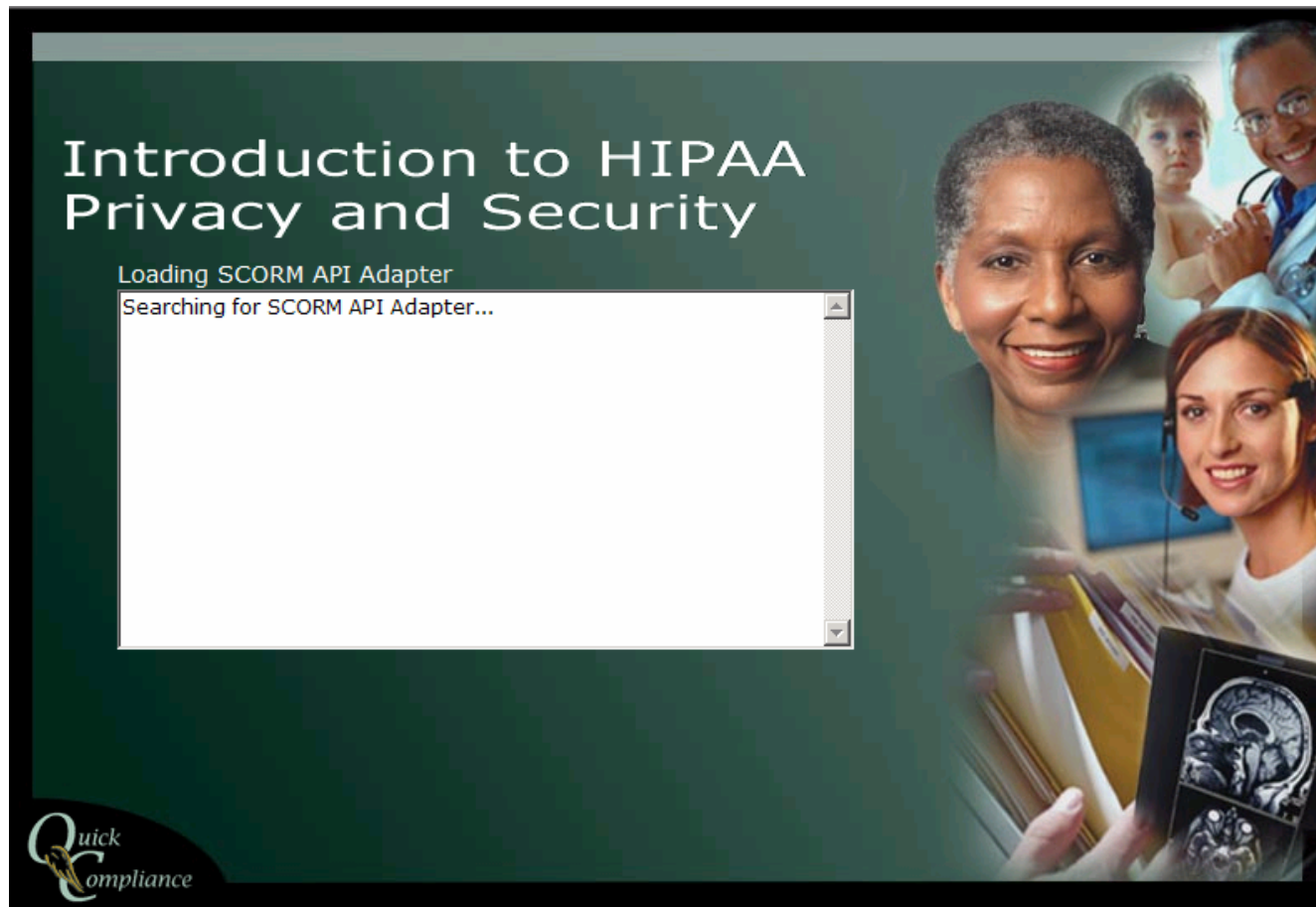
Launching a Course (4 of 4)

- The course will display
- To begin a lesson, click on the lesson's title

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Exiting a Course Prior to Completion (1 of 2)

- To exit the course, click the menu button in the upper right corner to return to the main menu

Exiting a Course Prior to Completion (2 of 2)

- Note the status of the course completion

- Click the exit button in the lower right corner

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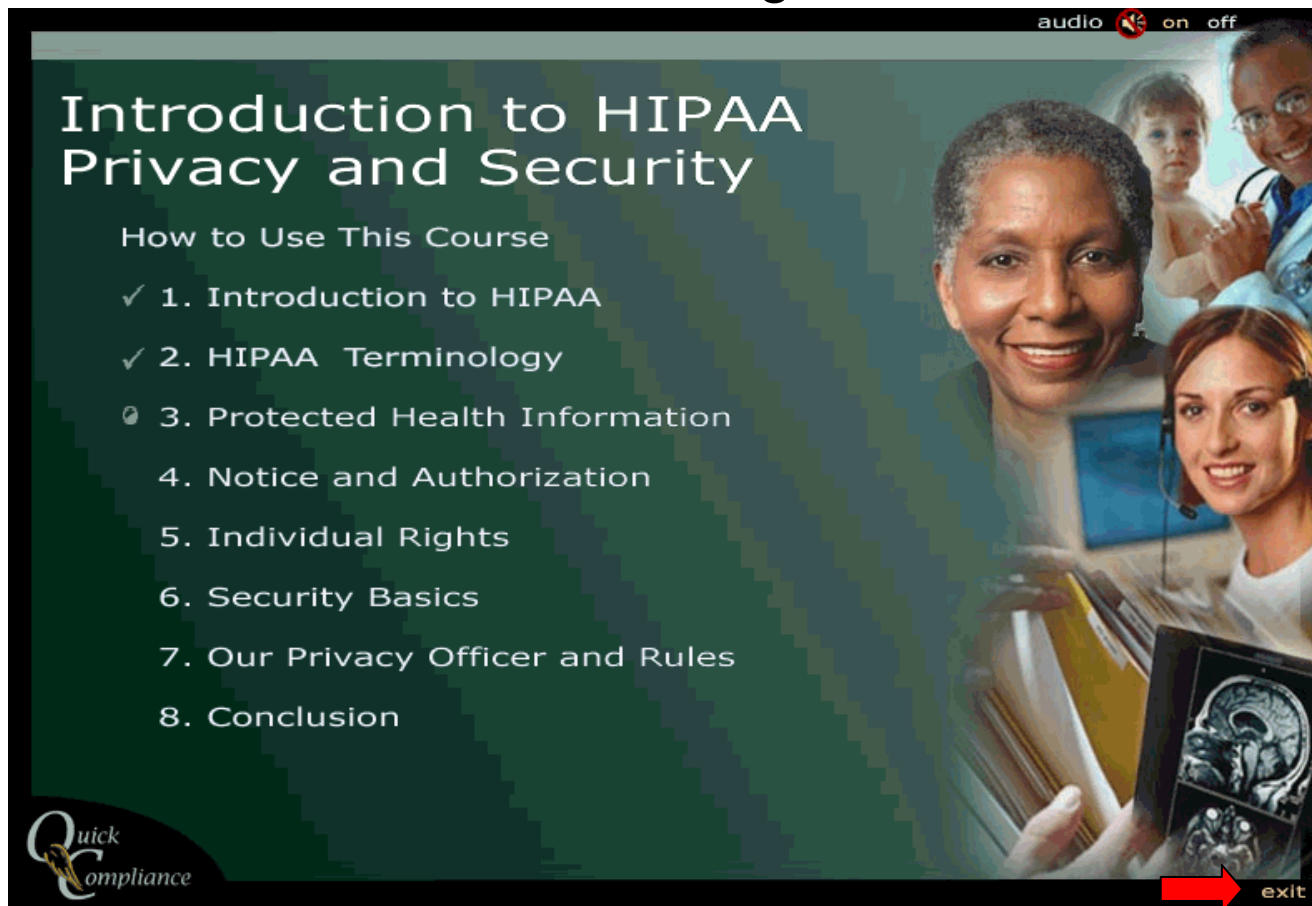
LMS Student Functionality
Exiting After Completing a Course

- Ensure all sections are marked complete with a check mark
- Click the exit button to ensure that credit is granted
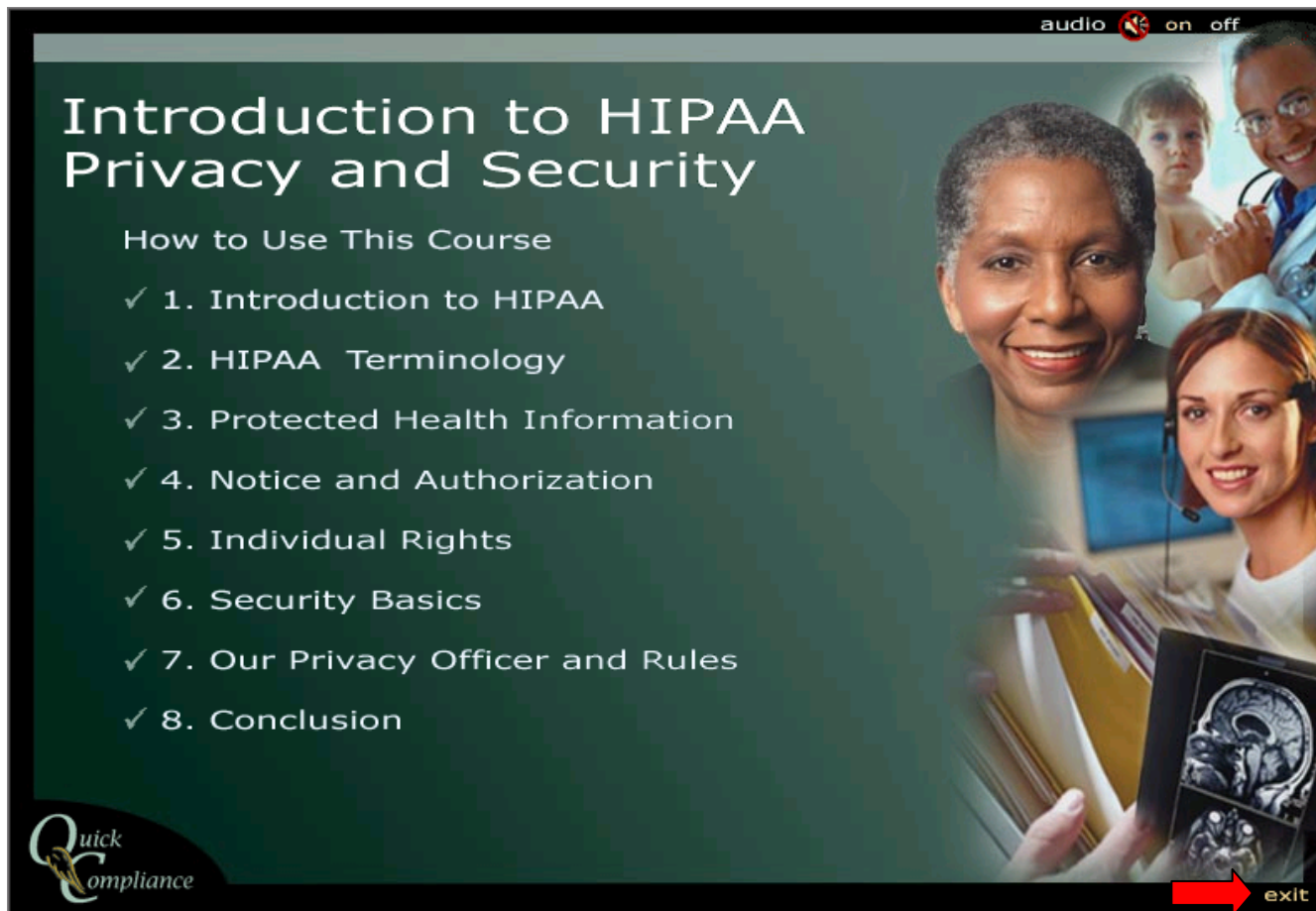
New Content: Privacy Refresher and Security

- Presentation has an improved course format
- Location of the NEXT and Exit buttons are consistent

New Content: Exiting a Course

- To exit the course prior to completion, click the Exit button in the upper right corner

- A pop-up box will confirm your action

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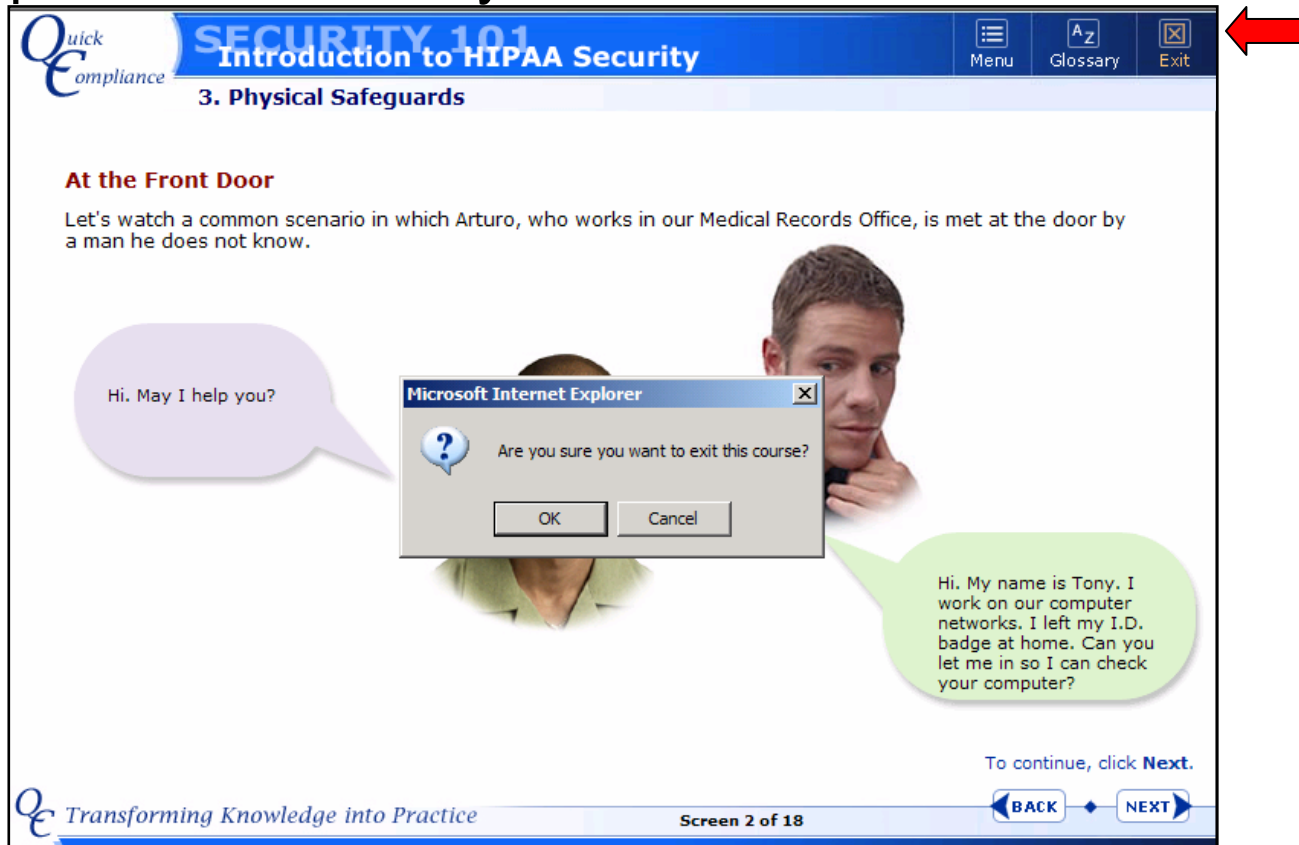
Accessing a Course with Prerequisites

- Direct access to a course will not be available if the course prerequisite has not been completed

- Click the Component Title to view the prerequisites

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Viewing a Prerequisite Detail

- The prerequisite course title and status are displayed in a new browser window

Component Detail

Request Component   Close

Volunteer Privacy Refresher Course
ONLINE **PRIVACY REFRESHER VL** (Rev 4/26/2004 10:54:55 AM Eastern Standard Time)

Description: This course is designed to refresh your knowledge of HIPAA Privacy and the DoD Health Information Privacy Regulation. After completing this course, you will be able to: describe the basic provisions of the HIPAA Privacy Rule; identify terms that relate to HIPAA Compliance; define Protected Health Information (PHI); understand the rules regarding the Notice of Privacy Practices and obtaining written authorizations for the use and disclosure of PHI; understand the rights that individuals have regarding their health information; and understand that security is part of HIPAA Privacy and applies to both paper and computerized records.

Assigned By: Admin
Assigned Date: 5/13/2005
Completion Date:
Required Date:
Days Remaining:
Req. Type: REQ (Completion of this Component is Required)
Prerequisites:

ONLINE **PRIVACY101** (Rev 1/16/2003 01:28:24 PM Eastern Standard Time) [InComplete]

Completing the Prerequisite

- Click Launch to begin the prerequisite course

Development Plan-Prereq Complete

- Once the prerequisite is complete, it no longer appears in the Development Plan
- Click Launch to start next course

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LMS Student Functionality
Examinations

- Examinations were added to some courses to ensure a minimum level of HIPAA knowledge across the MHS

- Policy: All individuals who have access to a computer are required to complete the online examination

  Exceptions:
  - if student does not have access to a computer
  - if student does not speak English
  - if course is taught in a classroom environment

Exam Workflow
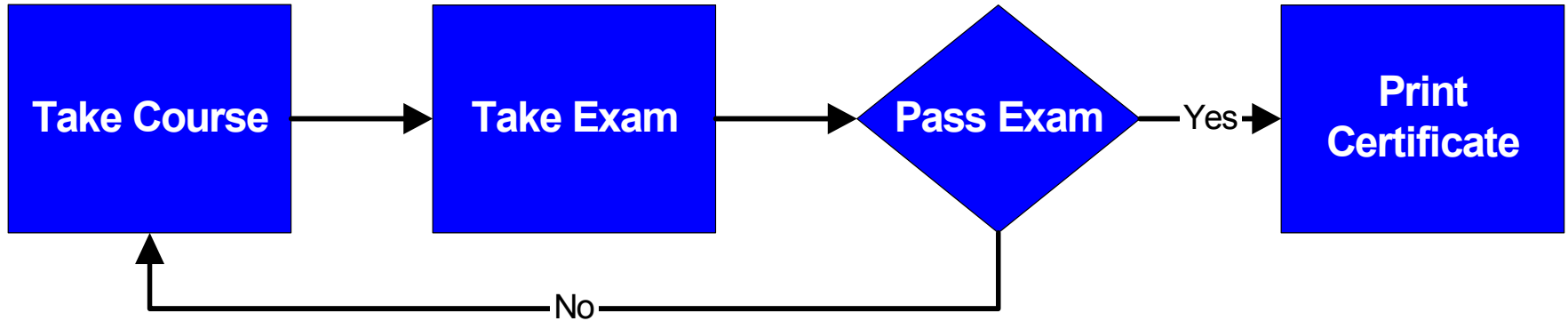
Privacy Refresher/Security Exam

- The component (course + exam) will reside in the student's Development Plan until the student has successfully completed the exam

- Passing score is 75%. If the student does not pass, then both the course and the exam must be repeated
  - If exam is failed, the learning event will be recorded in the Learning History as "Needs Review"

- Once the student completes the exam, the component (course + exam) will appear in the student's Learning History
  - When the course is completed, students should print the completion certificate and obtain the appropriate signature (the MTF Privacy Officer or other appropriately designated individual)

- Exam questions are randomly assigned by the LMS

Accessing the Exam (1 of 2)

1. Click the appropriate link to access the exam

    - This link is active only after its prerequisite (the course) is complete

Accessing the Exam (2 of 2)

2. Read the message and click Continue

Learning History

- When a component is completed, its status is found in the student's Learning History

Completion Certificates

- Students should access their Learning History to print their Certificates of Completion

- Certificates should be signed by your MTF's Privacy Officer or other appropriately designated individual

Printing Completion Certificates

1. Click Print for the appropriate course

   The certificate is created as a .pdf and can be printed or saved after it is generated

Certificate of Completion

Certificate of Completion

This certifies that

Tiffany Luhring

Has successfully completed
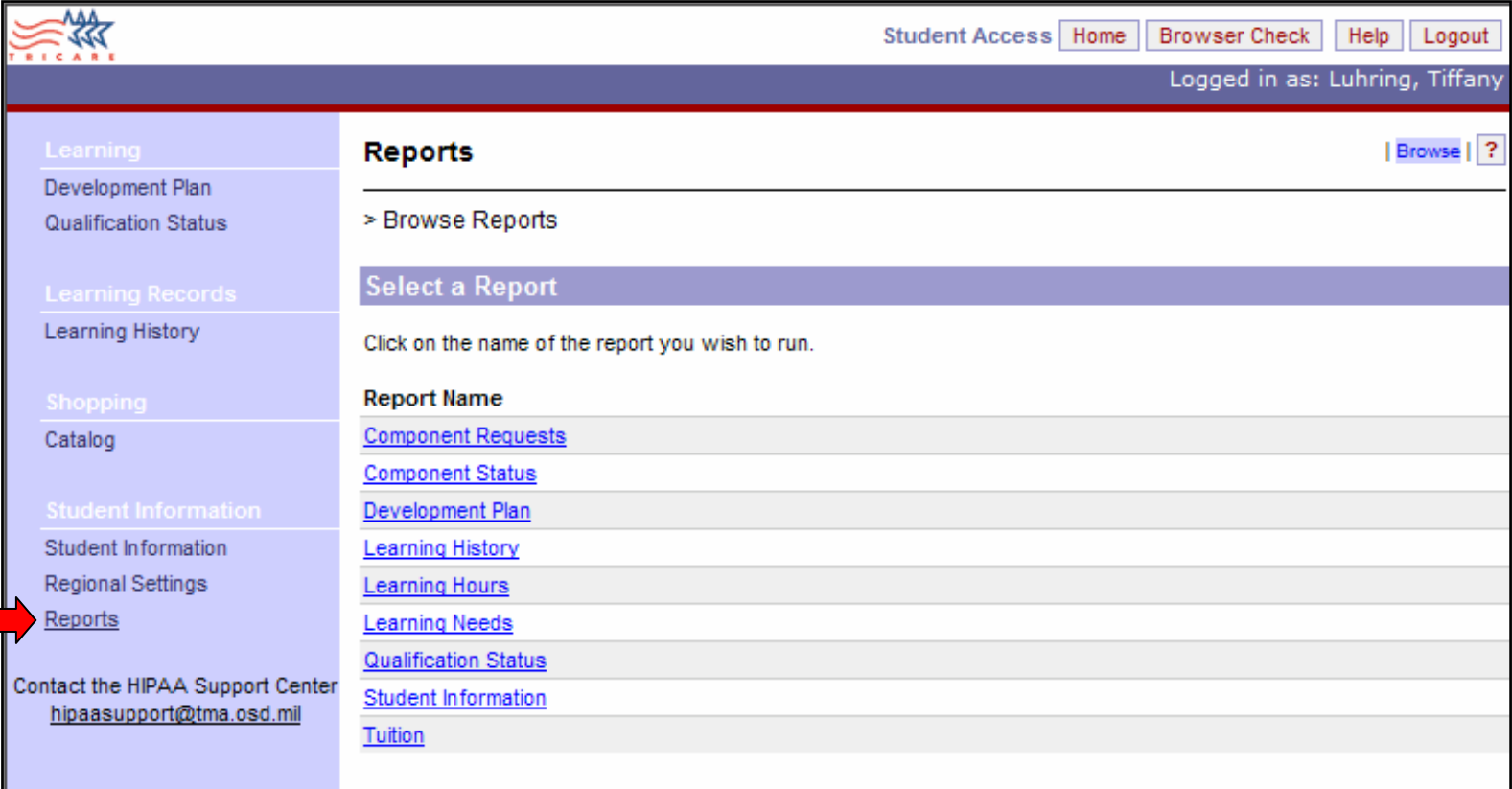
Security 101: Introduction to HIPAA Security

Completed On 5/16/2005 10:17:36 AM Eastern Standard Time

_____
Instructor

Printing Qualification Status Reports (1 of 5)

- A student can print a summary of all courses completed
    1. Click Reports

Printing Qualification Status Reports (2 of 5)

2. Click Qualification Status

Printing Qualification Status Reports (3 of 5)

3. Select the search criteria

4. Click Run Report

Printing Qualification Status Reports (4 of 5)

- Output format is .pdf and can be printed
- Report Options: Grouped By "Student"

Student Qualification Status

Student: *********   Luhring, Tiffany

Qualification ID	Qualification Title	Status	Assignment Date	Days Remaining
SECURITY	Security Courses	Complete	May-13-2005	0
VCP	Privacy Volunteers	Complete	May-13-2005	0

Printing Qualification Status Reports (5 of 5)

• Report Options: Grouped By "Student with Component Detail"

Student Qualification Status

Student: *********   Luhring, Tiffany

Qualification ID	Qualification Title	Status	Assignment Date	Days Remaining
SECURITY	Security Courses	Complete	May-13-2005	0

Component ID	Title	Completion Date	Completion Status	Next Action
ONLINE SEC 101 09-24-2004 02:15:33 PM	Security 101: Introduction to HIPAA Security	05-16-2005 10:17:36 AM	Completed Online Course	
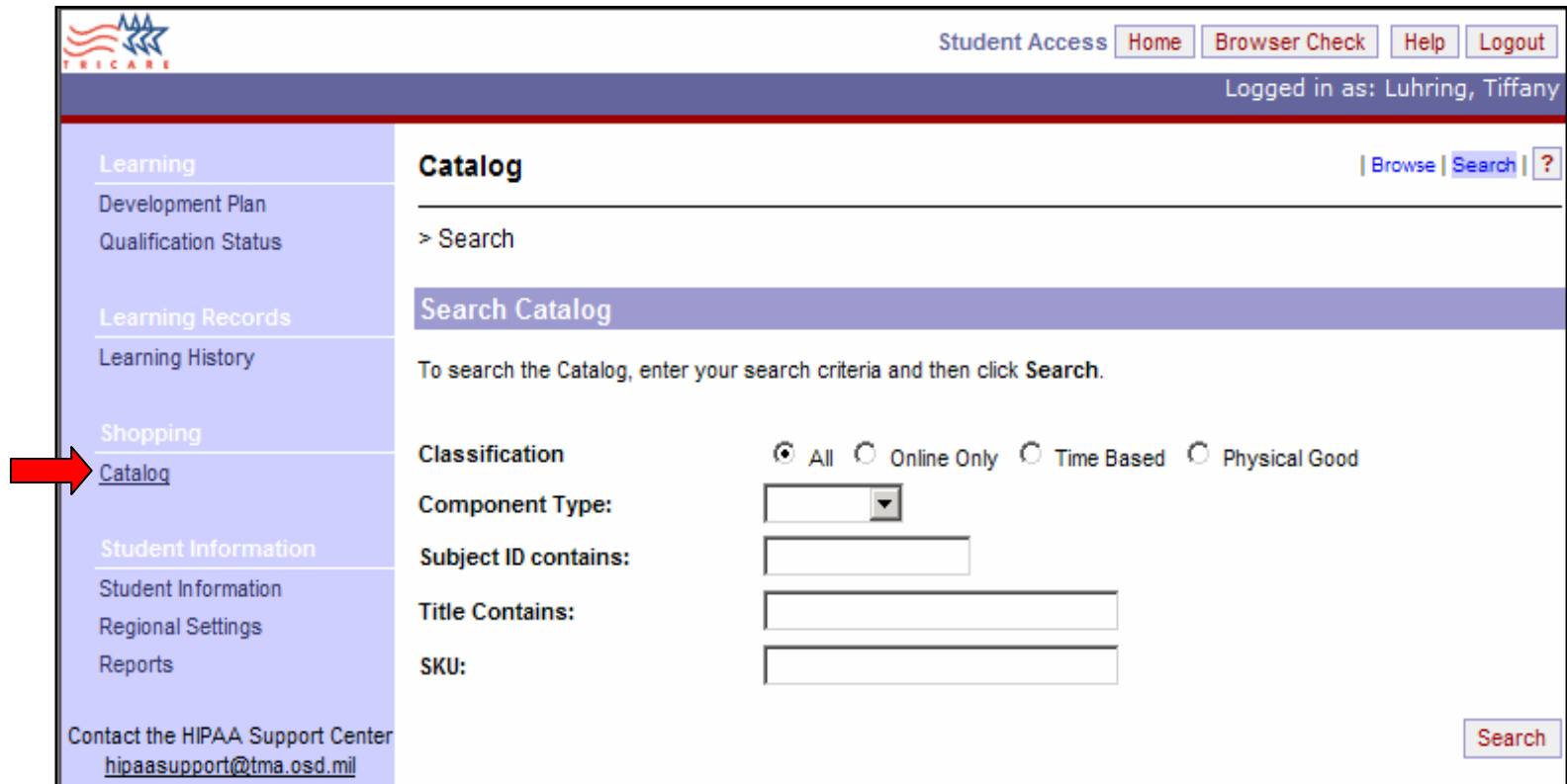
Qualification ID	Qualification Title	Status	Assignment Date	Days Remaining
VCP	Privacy Volunteers	Complete	May-13-2005	0

Component ID	Title	Completion Date	Completion Status	Next Action
ONLINE PRIVACY101 01-16-2003 01:28:24 PM	Privacy Awareness	05-16-2005 09:44:00 AM	Completed Online Course	
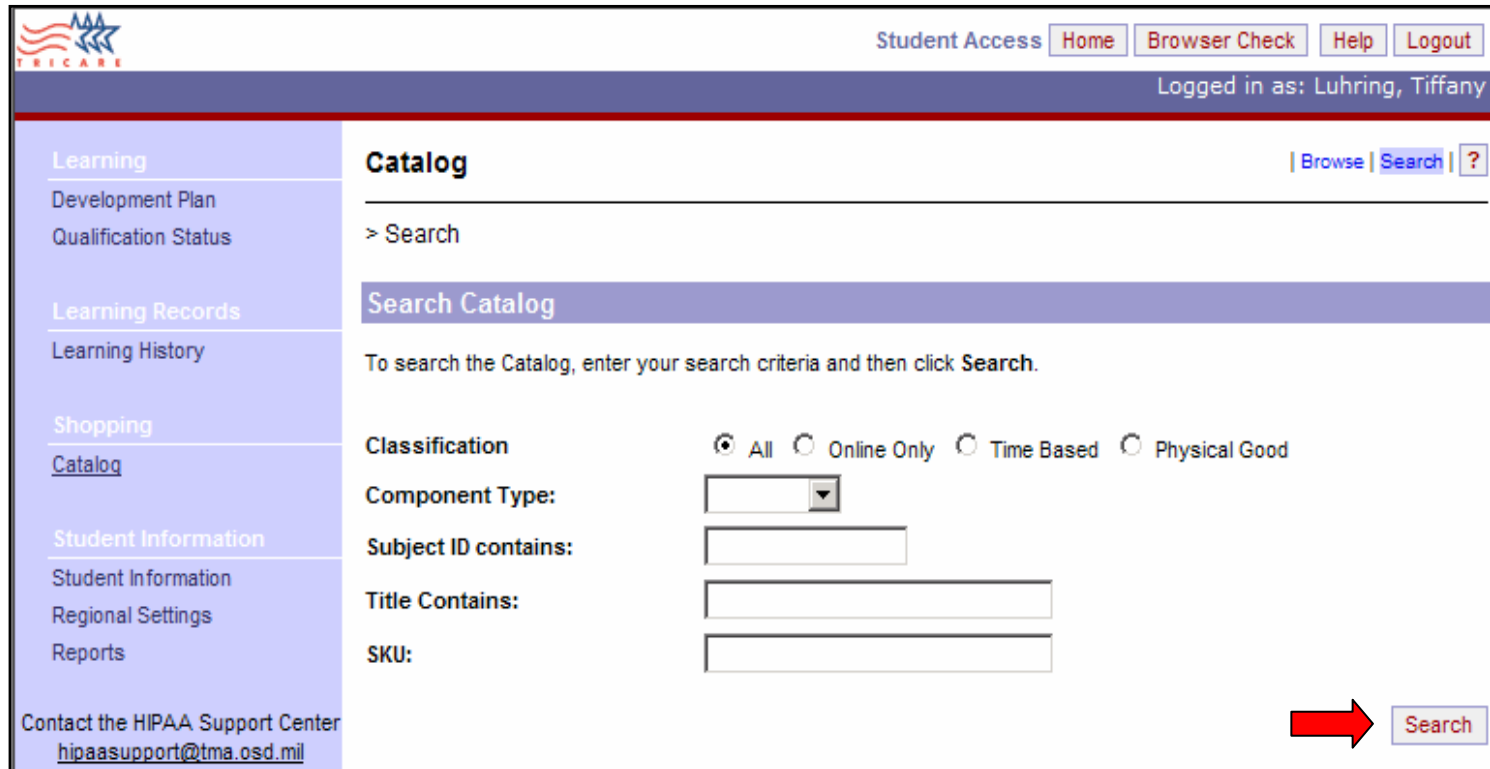
Course Catalog

- Provides access to all materials in the LMS
- A course launched from the Course Catalog is automatically added to the Development Plan

Course Catalog: Search Criteria

1. Select and enter search criteria
   - No criteria entered acts like a wild card search returning all items listed in the catalog
2. Click Search

Course Catalog: Search Results

3. Click Launch to directly access the content

4. Click Show All to see alphabetic order by component ID

5. Click Add to Development Plan to add the course but not immediately launch

Catalog | Browse | Search | ?

> Search > Results

Catalog Search Results

Click title for Component Description. Click plus icons to see and purchase schedules.

Show [30] records/page (55 total records) [Go]   Page [1] of 2. [Go] [>] [>|]
Show All

Component Title Component Type/Component ID	Price (USD)		
HIPAA Privacy Essentials ONLINE **100.10** (Rev 1 - 9/4/2003 12:52:47 PM Eastern Standard Time) Catalog ID:00001 SKU:SKU-1	0.00	Launch	Add to Dev Plan
Overview of TMA Privacy Office ONLINE **100.11** (Rev 1 - 9/4/2003 12:54:43 PM Eastern Standard Time) Catalog ID:00001 SKU:SKU-2	0.00	Launch	Add to Dev Plan
Privacy Officer's Action Plan ONLINE **100.12** (Rev 1 - 9/8/2003 01:21:41 PM Eastern Standard Time) Catalog ID:00001 SKU:SKU-3	0.00	Launch	Add to Dev Plan
Business Associates Review ONLINE **100.13** (Rev 1 - 9/8/2003 01:22:01 PM Eastern Standard Time) Catalog ID:00001 SKU:SKU-4	0.00	Launch	Add to Dev Plan
HIPAA Security Rule Essentials ONLINE **100.16** (Rev 1/5/2005 10:08:16 AM Eastern Standard Time)	0.00	Launch	Add to Dev Plan

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LMS Student Functionality
Course Catalog: Browse

1. From Search Catalog, click Browse to search for courses by subject area

2. Select the desired hyperlink to see courses in that subject area

LMS Student Functionality
Course Catalog: Browse LMS

Summary

- You should now be able to:

  - Describe the basic functions of the LMS used by students

  - Identify the steps required for student access to courses within the LMS

  - Describe how to provide printed course completion documents

  - Describe how to search for courses

Training Administrator Functionality

Training Administrator Functionality
Objectives

- Upon completion of this lesson, you will be able to:

    – Perform the functions of a Training Administrator

Training Administrator Functionality
Most Common Functions

- Getting a Training Administrator account

- Logging In

- Passwords

- Searching for students

- Unlocking accounts

- Account maintenance

- Creating new students

- Granting course credit

- Running reports

Getting A Training Admin Account

- If you do not have an account, a request must be sent via your chain of command to your Service Representative

- Your Service Representative will forward the request to the HIPAA Support Center
  - The HIPAA Support Center will create your account and send your User Name and Password to you
  - You will be prompted to change your password upon initial log in

Training Administrator Functionality
Accessing the LMS

1. Enter the URL
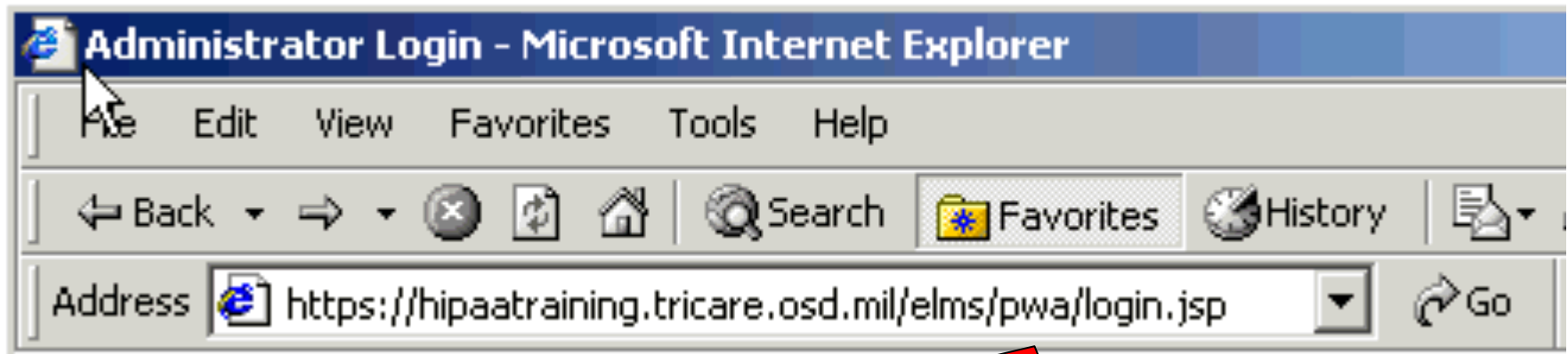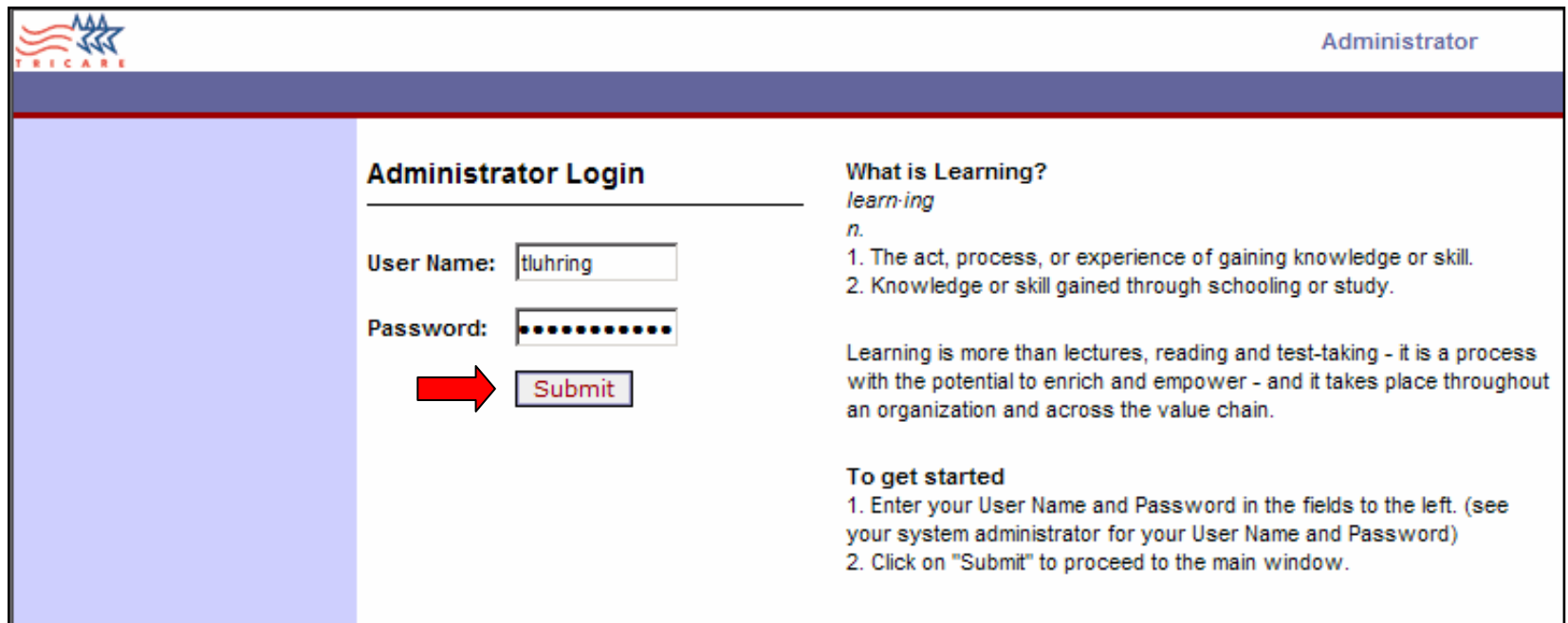
Note "pwa" for admin log in

Logging In

2. Enter User Name and Password

3. Click Submit

Training Administrator Functionality
Administrator Home

Training Administrator Functionality
Basic LMS Navigation Examples

Next	Next – (wizard style tools) takes you to the next step in the tool
Previous	Previous – takes you to the previous step (wizard style tools) in the process
⟳	Picker icon – opens a pick list
Apply Changes	Apply Changes – submits the corresponding form data to the system for processing
Search	Search - causes requested data to appear on a search results window
Home **Help** **Logout**	Home (student login)– Provides easy access to Development Plan, Qualification Status, Current Enrollment, Activity in Progress

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Basic LMS Navigation

- When using the LMS, do Not use your browser's BACK button to navigate
  - Doing so will cause errors
- When inside a function, use the links to move backward if necessary

Search Capabilities: Simple Search

- Optional case sensitivity
  - – Yes: case sensitivity is turned on for the search
  - – No: case sensitivity is turned off for the search (default)
- Domain field included in the Simple Search

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Search Capabilities: Advanced Search

- Custom fields appear as criteria for the Advanced Search

Domain Search: Enter Domain ID

1. Click Student Management

2. Enter Domain ID

3. Click Search

Domain Search: Select from List

1. Click Select from list

Domain Search: Add or Search

2. If you know the Domain ID, enter it (or multiple IDs separated by a comma) in the textbox, and click Add to create the filter

OR

Perform a search for an exact ID or a wildcard search and click Search

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Domain Search: Create Data Filter

3. Select "Top Level Only" +/or "Include Sub Domains"
4. Click Add to Filter

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Domain Search: Submit Data Filter

5. Review your data filter

6. Click Submit Filter

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Domain Search: Perform Search

7. Click Search

   – Search results will be returned

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Simple Search

- Locating the student record is the first step in accessing student accounts

- Searches can be performed using various criteria and/or multiple criteria

- By default, searches are not case sensitive

Simple Search

1. Click Student Management

2. Enter search criteria

3. Click Search

Advanced Search (1 of 6)

1. Click Student Management

2. Click Advanced Search

3. Enter search criteria in textboxes

OR

Click Select from list

(i.e. for "Job Positions:")

4. Enter specific Job Position ID in textbox

OR

Click Search for a wildcard search

Advanced Search (4 of 6)

5. Select appropriate job position

6. Click Submit Selection

7.   Click Submit Filter

Advanced Search (6 of 6)

8.   Click Search (note screen shot below is truncated)

View Student (Search) Results

- Search results are returned for all students in the database who meet the search criteria

Navigation Links	
View	Student information can only be seen but not edited
Edit	Student information can be changed

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Training Administrator Functionality
View Student Information (From Search Results)

Edit Student Information (From Search Results)

1. Click Edit

2. Enter new data

3. Click Apply Changes

Training Administrator Functionality
Account Maintenance

- Training Administrators must perform basic account maintenance for students within their domain
  - All account maintenance starts with a search
- Account maintenance tasks include:
  - Locating student identification numbers
  - Unlocking accounts
  - Resetting passwords
  - Activating/Inactivating student accounts
  - Designating "deployed," Privacy Officer, Security Officer, or Training Administrator status
  - Granting course/examination credit
  - Creating new students (if unable to self register)
- Additional tasks include
  - Running reports
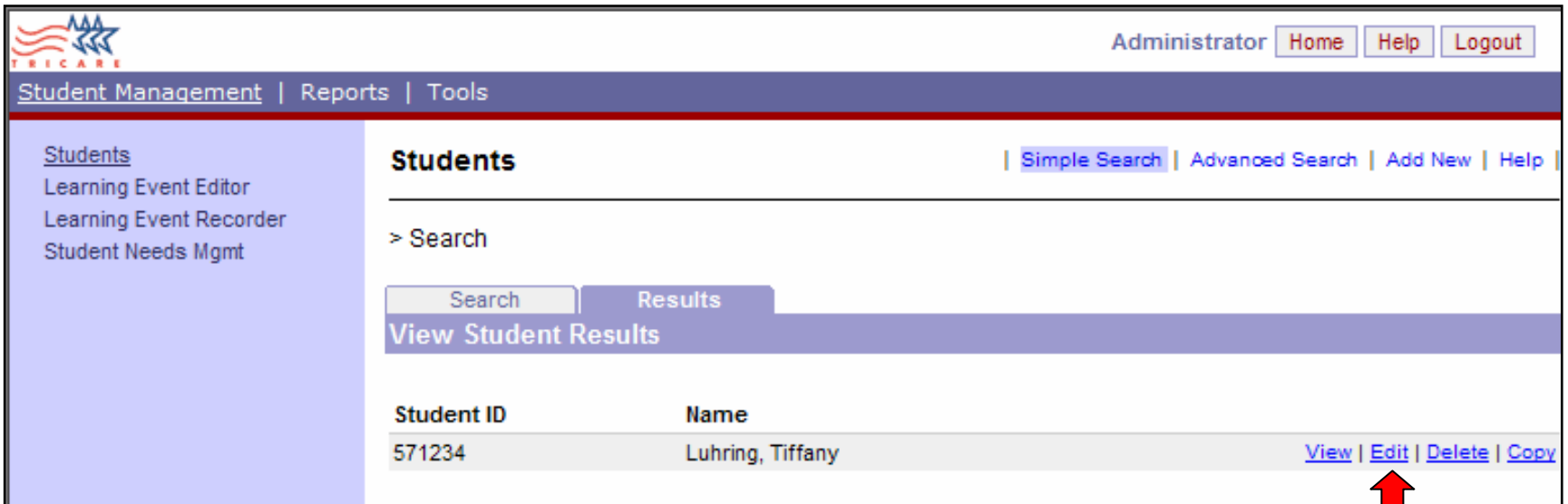
Unlocking Accounts (1 of 3)

- Accounts become locked for students after 3 unsuccessful attempts at logging in
    - Most likely, the student forgot his/her password and may require the password to also be reset
    - Students should contact you, the Training Administrator, rather than the HIPAA Support Center, to have their account reset

Unlocking Accounts (2 of 3)

1. Search for the student

2. When you find the correct student, click Edit

Unlocking Accounts (3 of 3)

3. Unlock the account by removing the check mark
4. Click Apply Changes

Resetting Passwords (1 of 3)

- Many students will not remember their passwords

- **Training Administrators are responsible for resetting passwords**
  - The HIPAA Support Center will not reset student passwords

- You must establish a communication flow to students within your MTF for resetting student passwords

- When a student logs in after their password has been reset, they will be prompted to change their password immediately

Resetting Passwords (2 of 3)

1. Search for the Student

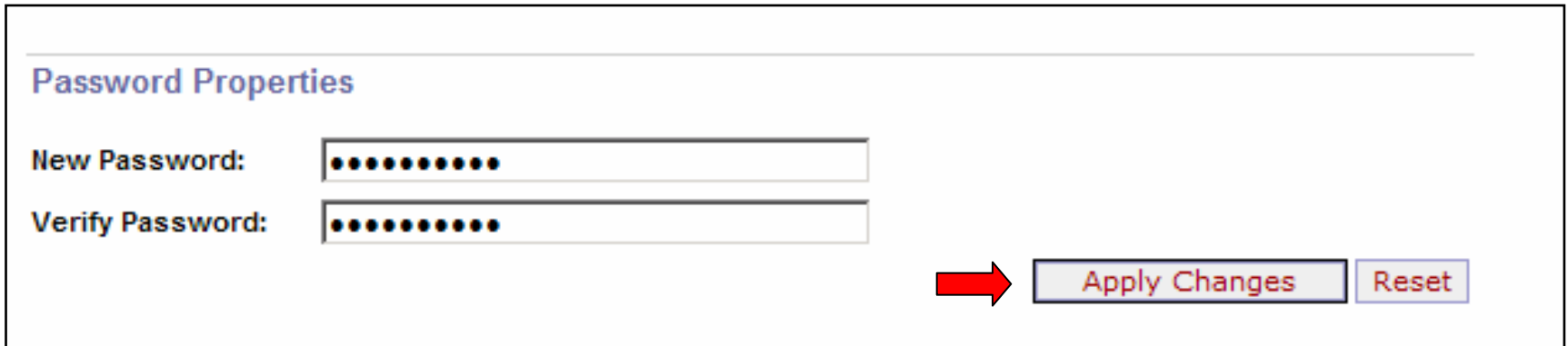2. When you find the correct student, click Edit

Resetting Passwords (3 of 3)

3. Scroll down to the Password Properties section of the Student Summary screen

4. Enter a password in the New Password and Verify Password fields

5. Click Apply Changes

Training Administrator Functionality
Locating Student IDs (1 of 3)

- Student IDs are required for access to the LMS

- Student IDs are unique, computer generated numbers

- Many will not remember their Student IDs

- Training Administrators are responsible for locating Student IDs

- Training Administrators must ensure that students do not re-register

Locating Student IDs (2 of 3)
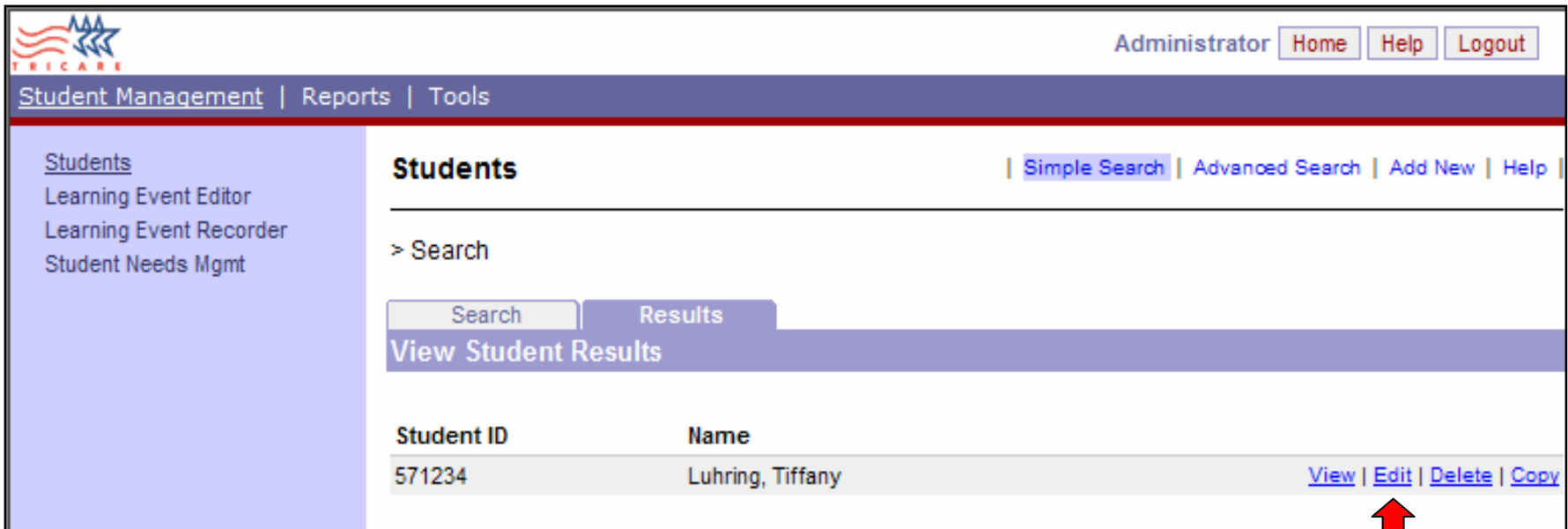
1. Search for the student

2. Click Edit to verify the student

Locating Student IDs (3 of 3)

3. Locate the Student ID on the top of the Student Summary screen

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Inactivating Student Accounts (1 of 2)

- You must inactivate students who are no longer at your facility
  - Do NOT delete the students

- This allows them to be activated upon arrival at the new facility or re-entry into the service
  - The Training Administrator at the receiving facility is responsible for activating the student and changing their domain and email address

- If students are not inactivated, they will continue to appear on your reports
  - This could negatively impact completion statistics

Inactivating Student Accounts (2 of 2)

1. Click Edit from the Search Results screen
2. Remove the check in the "Active" checkbox
3. Click Apply Changes

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Creating New Students (1 of 4)

- The LMS is a self-registration tool
  - Students should use the self-registration process

- Training Administrators should add new students under very limited circumstances, for example
  - if student does not have access to a computer
  - if student does not speak English
  - if course is taught in a classroom environment

- The Training Administrator is responsible for assigning the password and Student ID

Creating New Students (2 of 4)

1. Click Add New from the Student Management screen

Creating New Students (3 of 4)

2. Check "Auto Generate"

3. Enter Name

4. Select Job Position

5. Enter Domain

6. Enter email address

7. Click Add

Creating New Students (4 of 4)

Note: You do not have to create a password for new students

8. Scroll to the bottom of the page
9. Enter a password in the New Password and Verify Password fields
10. Click Apply Changes

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New Custom Fields

- 4 new custom fields are available in each student record

  – Deployed

  – Training Administrator

  – Privacy Officer

  – Security Officer

- Only Training Administrators have access to these fields

New Custom Fields: Deployed
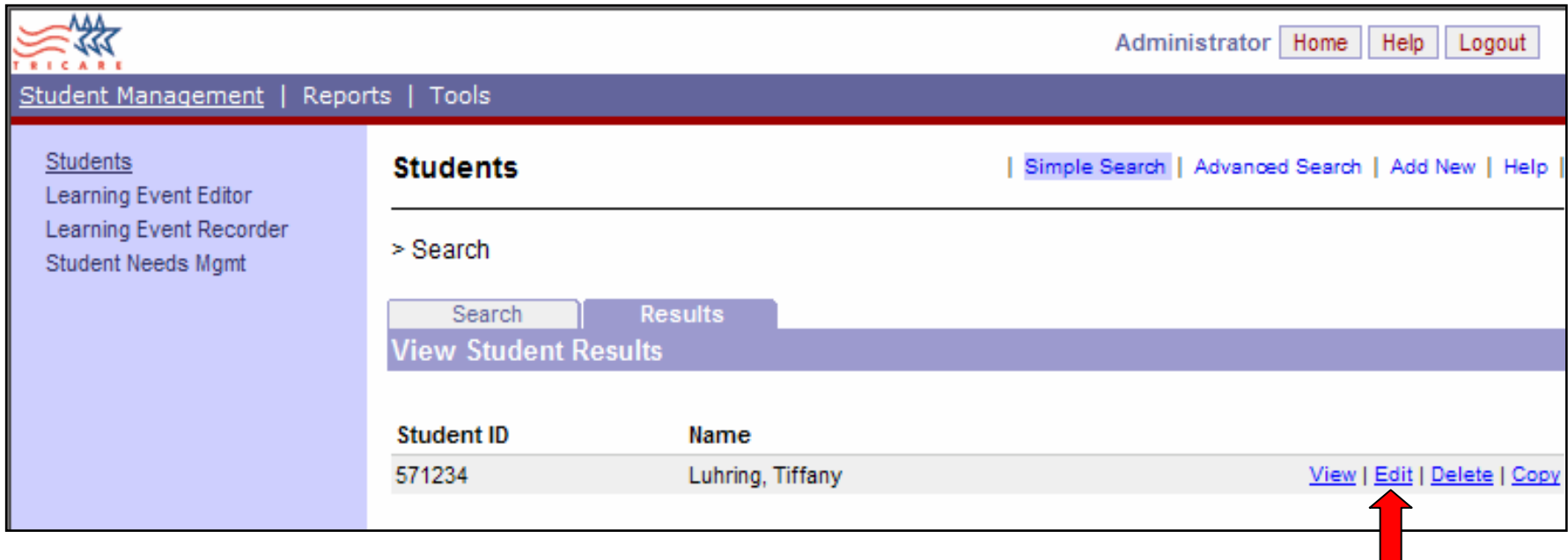
- Deployed students are not included in the training completion statistics

- The number of deployed students appears in the custom reports

- This field was added in response to user input

- Training Administrators are responsible for accurately maintaining student records

New Custom Fields: Training Admins, Privacy and Security Officers

- These fields will aid in compliance reporting

  – The new fields are available as search criteria in the advanced search

  – When combined with the Domain in a search, the results will be all individuals assigned as those roles pertinent to that organization

Designating a Student as Deployed (1 of 3)

1. Locate the student by searching on known criteria

2. Click Edit

Designating a Student as Deployed (2 of 3)

3. Click on the Custom Fields tab

Designating a Student as Deployed (3 of 3)

4. Enter **Yes** in Value column for Deployed

5. Click Apply Changes

Removing Deployed Status

1. Delete "**Yes**" from the Value column for Deployed

2. Click Apply Changes

Note: "NO" is Not an option. The only option is "Yes" or blank.

Blank implies "NO."

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Searching for Deployed Students

1. Log in

2. Click Student Management

3. Click Advanced Search

4. Enter your Domain

5. Enter **Yes** in the "Deployed:" field

6. Click Search

Note:

This does not create a report. Search results can be printed using the print function of your browser.

Other Custom Fields

- These additional custom fields function the same as the "deployed" custom field

Column#	Label		Value
1	Deployed	⟳	
2	Training Administrator	⟳	
3	Privacy Officer	⟳	
4	Security Officer	⟳	

Apply Changes   Reset

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Multiple Custom Fields

- Selecting multiple fields for the search criteria results in an "and" functionality, not an "or"

  – Example:

    - Selecting "Training Administrator" and "Deployed" results in only those individuals who fulfill **both** criteria being returned in the search
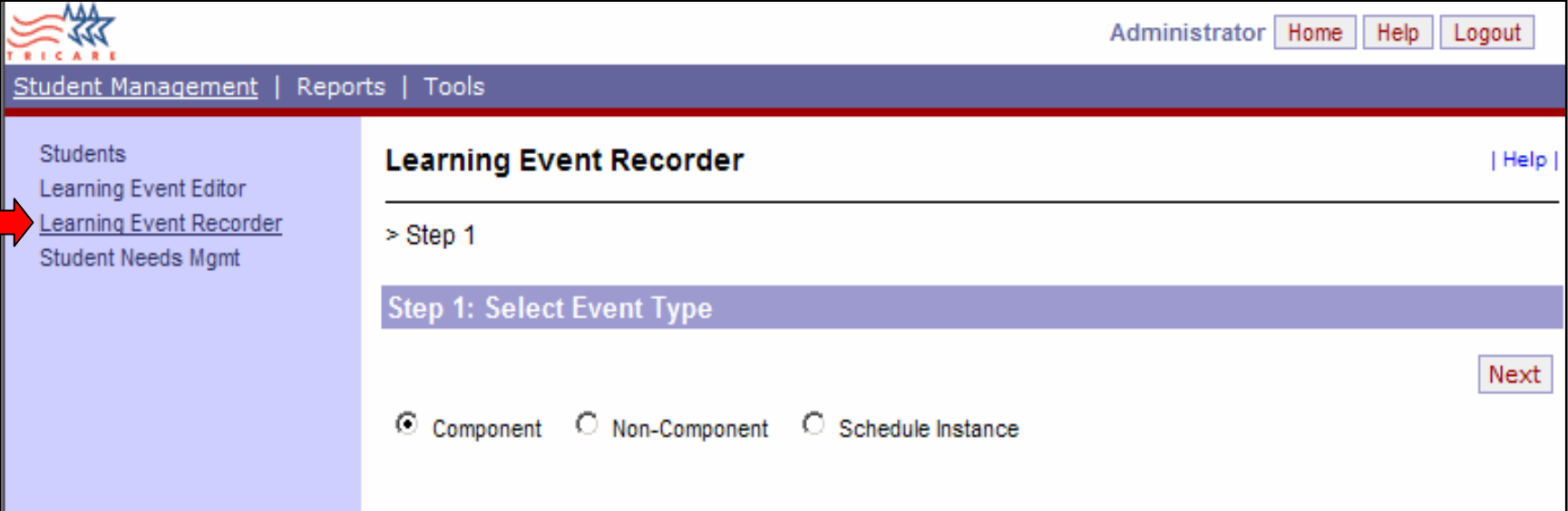
Granting Course Credit

- As a Training Administrator, you can grant course credit in the following instances:
  - Training was given in a group/classroom setting
  - A student was deleted from the system but still has his/her printed certificates
  - A duplicate record exists and you are combining the multiple student records
    - Note: There is no merge capability in the LMS
- Print certificates upon completion of a course

Granting Course Credit: Learning Event Recorder (1 of 10)

- The Learning Event Recorder is a wizard that will step you through the process of granting credit for completed courses

1. Click Learning Event Recorder

Granting Course Credit: Learning Event Recorder (2 of 10)

- Component is selected by default for Event Type

2. Click Next

Always use "Component"

Granting Course Credit: Learning Event Recorder (3 of 10)

3. Select Component Type

4. Enter Component ID (must be all capital letters)

Granting Course Credit: Learning Event Recorder (4 of 10)

5. Complete required fields

6. Click Next

Granting Course Credit: Learning Event Recorder (5 of 10)

7. Enter Student ID
8. Click Add

Learning Event Recorder | Help |

\> Step 1 > Step 2 > Step 3 > Step 4

Step 4: Select Students

Previous | Next

* = Requried Fields

Add Students

Enter 'Student ID' or add one or more from list.

* **Student ID:** 68355 | Add

Edit Selected Students

There are no students in the list. Please add student before proceeding.

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Granting Course Credit: Learning Event Recorder (6 of 10)

9. Student is added to the list

10. Click Next

Learning Event Recorder | Help |

> Step 1 > Step 2 > Step 3 > Step 4

Step 4: Select Students

Previous | Next

* = Requried Fields

Add Students

Enter 'Student ID' or add one or more from list.

* **Student ID:** [   ] Add

Edit Selected Students

Apply Changes

Select / Deselect all on page

Student ID	Name	Remove
68355	Colantuoni, Amanda, J	☐

Select / Deselect all on page

Apply Changes

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Granting Course Credit: Learning Event Recorder (7 of 10)

11. Click Next

Learning Event Recorder		Help	

> Step 1 > Step 2 > Step 3 > Step 4 > Step 5

Step 5: Edit Student Event Information

Previous | Next

Student	Comments	Grade	Status
68355 (Colantuoni, Amanda, J)			COMPLETE (Completed Online Course) - For Credit
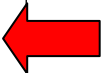
Granting Course Credit: Learning Event Recorder (8 of 10)

12. Click Next

Granting Course Credit: Learning Event Recorder (9 of 10)

13. Click Finish

Learning Event Recorder | Help |

> Step 1 > Step 2 > Step 3 > Step 4 > Step 5 > Step 6 > Step 7

Step7: Record Event

[Previous] [Finish] ⬅

Component: ONLINE **PRIVACY101** (Rev 1/16/2003 01:28:24 PM Eastern Standard Time)
Component Title: Privacy Awareness
Instructor:
Completion Date: 7/9/2004 06:49:39 PM Eastern Standard Time   **Total Hours:**   **Default Tuition:**
Contact Hours: **CPE:**   **Credit Hours:**
Auto Competency: ☐

Student	Status	Grade	Price Cost (USD)	Cost Centers	Profit Centers	Order Ticket
68355 (Colantuoni, Amanda, J)	COMPLETE (Completed Online Course)					
Comments:						

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Granting Course Credit: Learning Event Recorder

14. View Status

Finished

Status:

- The learning event has been successfully recorded.

Start Over

Generate Completion Certificates

Learning event that provide credits have been successfully recorded for the following student(s).

Student ID	Name
68355	Colantuoni, Amanda, J

Print   Email

Granting Course Credit: Dev Plan (1 of 4)

- This gives credit for the course ONLY, not the exam
  1. Search for the Student
  2. Click Edit from the Search Results screen
  3. Access Student's Development Plan

Granting Course Credit: Dev Plan (2 of 4)

4. Click the Object Details link for the course for which you will grant credit

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Granting Course Credit: Dev Plan (3 of 4)

5. Click on the name of the course

Granting Course Credit: Dev Plan (4 of 4)

6. Check the "Finished" box

7. Check the "Complete as of" box

8. Click Apply Changes

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Training Administrator Functionality
Custom Reports

- A custom report can be run to determine completion percentages per qualification

  - Remember: Qualifications are comprised of components

- Components in a qualification (i.e., nursing) are determined by courses assigned to that job position

- Components in the Privacy Refresher and Security qualifications include the course and the exam

  - Exams will be added to all courses in the future

Custom Reports: New Formats

- There is only one custom report

  - The format has been slightly changed

- New functionality includes:

  - An indication of deployed status

  - Amount of time students are delinquent in completing their training

  - Summary numbers of delinquent students

  - Identification of delinquent students by name

- Students who are designated as "deployed" will not affect your training completion statistics

  - "Deployed" students will appear on the report, however will not be included in the completion percentage

Custom Reports (1 of 11)

1. Click Reports to access the reporting function

2. Click Custom Reports

3. Leave fields blank and click Search

Custom Reports (2 of 11)

4. Click Run

5. For Domain, click Select from list

Custom Reports (4 of 11)

6. Enter Domain ID

7. Click Search

Custom Reports (5 of 11)

8. Check "Top Level Only"

9. Click Add to Filter

10. Click Submit Filter

> Run Report > by Domain

| Create Filter | **View Filter** |

View Domain Results

Add IDs

To manually add **ID**s to your filter, enter the exact **ID**s (separate multiple entries with commas), and click **Add**. The filter IDs are case sensitive.

Domain ID: [   ] [Add]

Edit Domain Results

Click **Submit Filter** to add the records listed to your filter. To remove record(s) from this list, use the checkboxes to select, and then click **Removed Checked IDs** to remove the selected records. To include **Sub Domains** of the selected records, click the corresponding checkbox in the **Include Sub Domains** column. Click **Reset** to revert to system default.

| Submit Filter | Remove Checked IDs | Reset |

Domain ID	Description	Levels	**Remove** Select / Deselect All	**Include** **Sub Domains**
T001	T001	0	☐	No

| Submit Filter | Remove Checked IDs | Reset |

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Custom Reports (7 of 11)

- You are returned to Run Pass Percentage for Job Positions page

11. Click Select from list link next to Qualification Type

12. Enter Qualification Type ID

13. Click Search

14. Select the Qualification Type

15. Click Submit Selection

Custom Reports (10 of 11)

16. Click Submit Filter

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Custom Reports (11 of 11)

17. Click Run Report

Training Administrator Functionality
Include Student Details: No

- Note "Delinquent" numbers

Training Administrator Functionality
Include Student Details: Yes

Student Management | Scheduling | Learning | Commerce | Resources | References | Reports | Tools | System Admin

+ Competency Reports
+ Component & Qualification Reports
  Custom Reports
  External Reports
+ Document Reports
+ Enrollment Reports
+ Exam/Survey Reports
+ Reference Reports
+ Resource Reports
+ Scheduling Reports
+ Student Reports
  Background Report Jobs

Pass Percentage for Job Positions

Summary

No. of Students:	61
No. of Students Complete:	6
No. of Students Incomplete:	55
Percentage of Students Complete:	9.83%

Domain Summary

Domain ID	Domain	No. of Students Per Domain	No. of Students Complete	No. of Students Incomplete	Percentage of Students Complete
T001	T001	61	6	55	9.83%

Report Details

Student Name	Student ID	Completion Percent Per Job	Student Description	Qual ID	Domain	Domain ID	Deployed	Days Non Compliant
Cisneros, Karla	test	80.00	Volunteers	Nursing	T001	T001		525
Amanda, Test	391686	20.00	Administrative Support Services	ASS	T001	T001	X	461

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High Level Report

- Note "Deployed" and "Delinquent" numbers

Pass Percentage for Job Positions

Summary

TOTAL No. of Students:	6499	:
No. of Students:	6496	No. of Students Deployed: 3
No. of Students Complete:	6401	:
No. of Students Incomplete:	95	:
Percentage of Students Complete:	98.53%	:
Students 31-60 Days Delinquent:	18	Deployed Students 31-60 Days Delinquent: 0
Students 61-90 Days Delinquent:	5	Deployed Students 61-90 Days Delinquent: 0
Students 90+ Days Delinquent:	26	Deployed Students 90+ Days Delinquent: 0

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Summary

- You should now be able to describe how to :

  – Perform the functions of a Training Administrator

LMS
Assistance

- HIPAA Support Center

  - Hours of operation: Monday – Friday, 8AM – 5PM EST

  - Contact via email: hipaasupport@tma.osd.mil

- New Users

  - Template information must be submitted

- Future Enhancements

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Maintenance

- Scheduled maintenance

    – 48 hour notice

    – Maintenance is communicated to the Training Administrators via the Service Representatives

- Splash Screen

    – Student log in

LMS
Summary

- You should now be able to:

  – Describe the purpose of the LMS

  – Assist students with registration

  – Assist students with accessing courses

  – Describe the purpose of course examinations

  – Describe the LMS functionality that is used by a Training Administrator

  – Perform Training Administration tasks

Resources

- DoD 6025.18-R, "DoD Health Information Privacy Regulation", January 2003

- DoD 8580.X-R, DoD Health Information Security Regulation (Draft)

- www.tricare.osd.mil/tmaprivacy/HIPAA.cfm

- privacymail@tma.osd.mil for subject matter questions

- hipaasupport@tma.osd.mil for tool related questions

- http://www.tricare.osd.mil/tmaprivacy/Mailing-List.cfm to subscribe to the TMA Privacy Office E-New

- Service HIPAA Privacy representatives

HEALTH AFFAIRS

TRICARE
Management
Activity

Please fill out your critique

Thanks!